One Health Record®

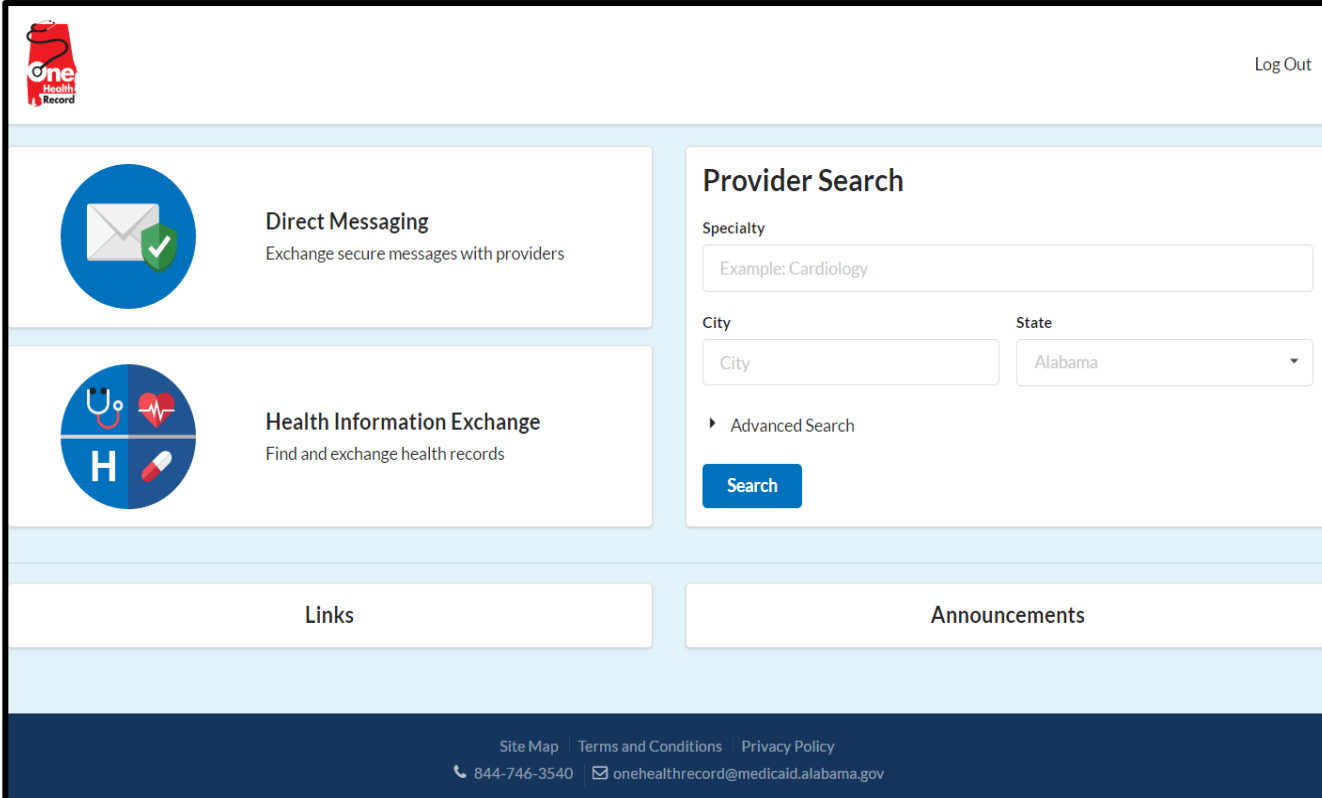## DirectMail User Guide

Version 1.3
November 4, 2016

Quick Start Instructions for your Direct Secure Messaging Service.

This guide references the following standard and exclusive features:
- Standard Email Messaging Functions
- Customizable Settings
- Address Book
- Building Trust Communities
- Resetting Passwords
- Helpdesk contact information

LOGGING IN

One Health Record® requires that you sign in to access the Provider Portal, the Health Information Exchange core functionality, and Direct Secure Messaging. Users who have received One Health Record® accounts should navigate to https://provider.alabamaonehealthrecord.com. From this URL you can launch any of these functions, navigate to key links that will be frequently updated, and receive announcements from the One Health Record® Team. If you already have an active session with One Health Record®, you will go directly to the landing portal. If your session has timed out, you may periodically be required to log back in providing your username (FILastname@alohr) and password provided to you previously. If you have any issues with login, please contact the Service Desk via email at onehealthrecord@medicaid.alabama.gov or call 844-746-3540.

DirectMail Dashboard

The dashboard below has standard email tools and functions that are familiar to most users.
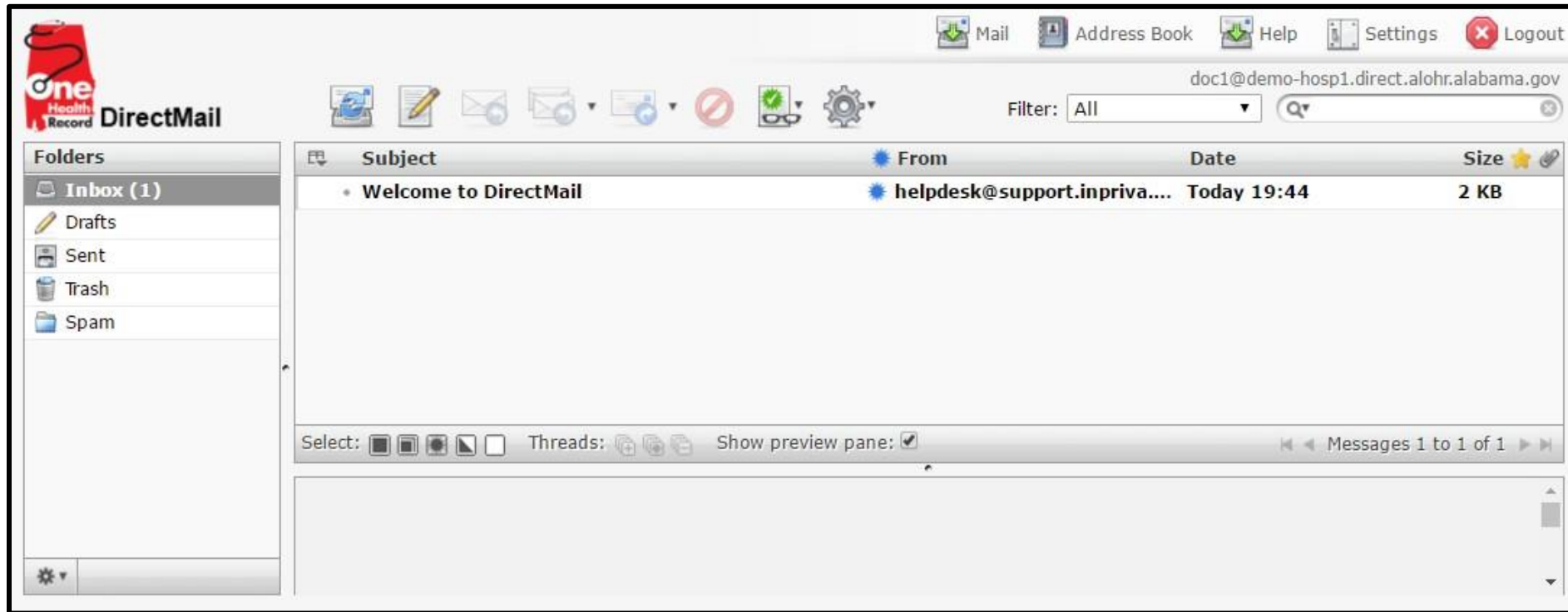
Messaging Toolbar

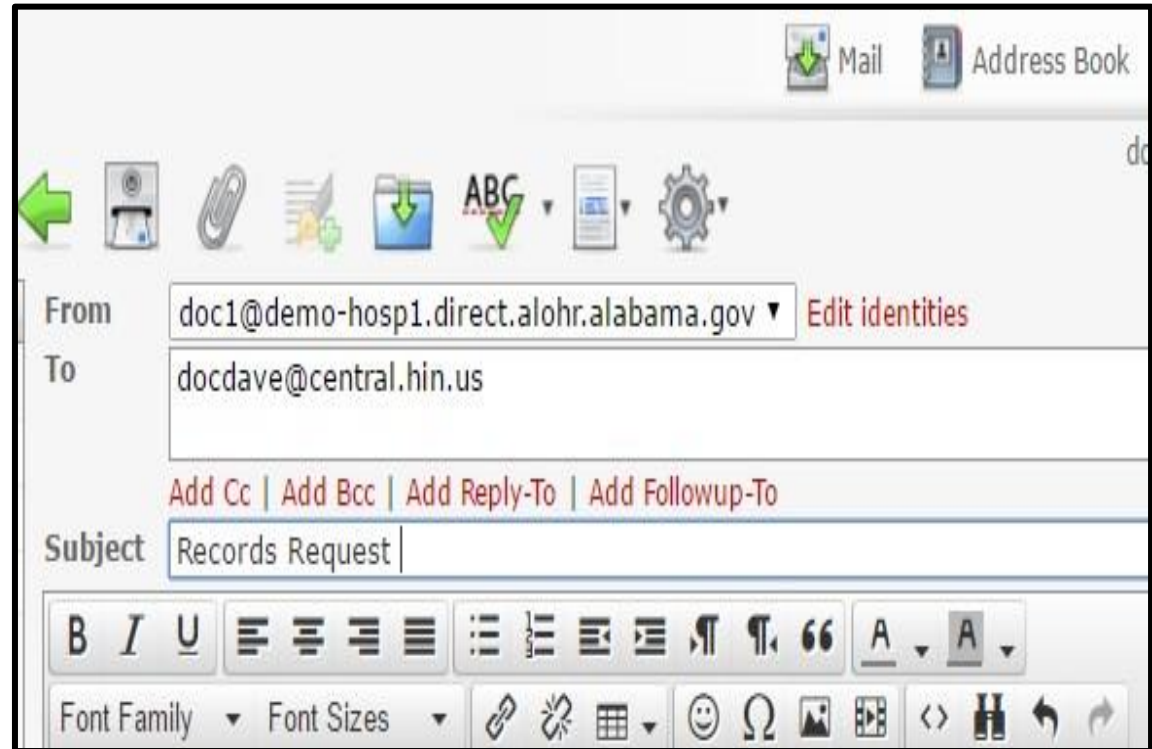The icons below will define themselves as you move your cursor over them.

Composing Email

Standard document and editing tools are available to compose messages. Simply move your cursor over the icons to confirm the functions you are looking for, such as, but not limited to:

- Printing Options
- Saving Drafts
- Read Receipt Options
- Message Priority Options
- Response and Identity Options

# Composing Toolbar

Attachments

To add an attachment to a message, click the paper clip icon in the mailbox toolbar.
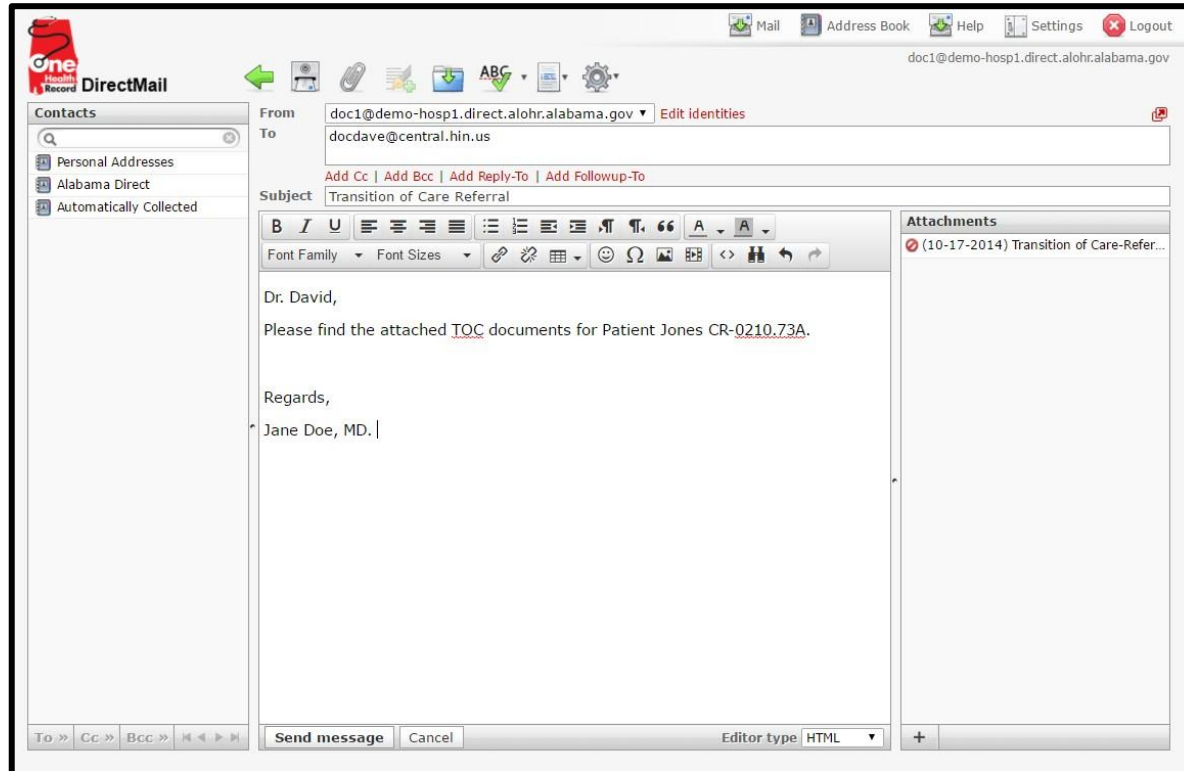
- Navigate to the documents you would like to include with your message, select the appropriate documents, and click Open or you may click on the "+" located at the bottom of the Attachment pane, browse for the document you would like to include and click on "Upload."

- When you add attachments to a message, all attachments are listed in the Attachments pane. If you click the red icon to the left of the attachment, that attachment will be removed from the list and will not be sent to the recipient. To add another attachment, simply click the paper clip icon in the Mailbox toolbar.

Settings

The behavior, as well as the look and feel, of your DirectMail Direct address can be adjusted and customized by selecting and completing the various fields.
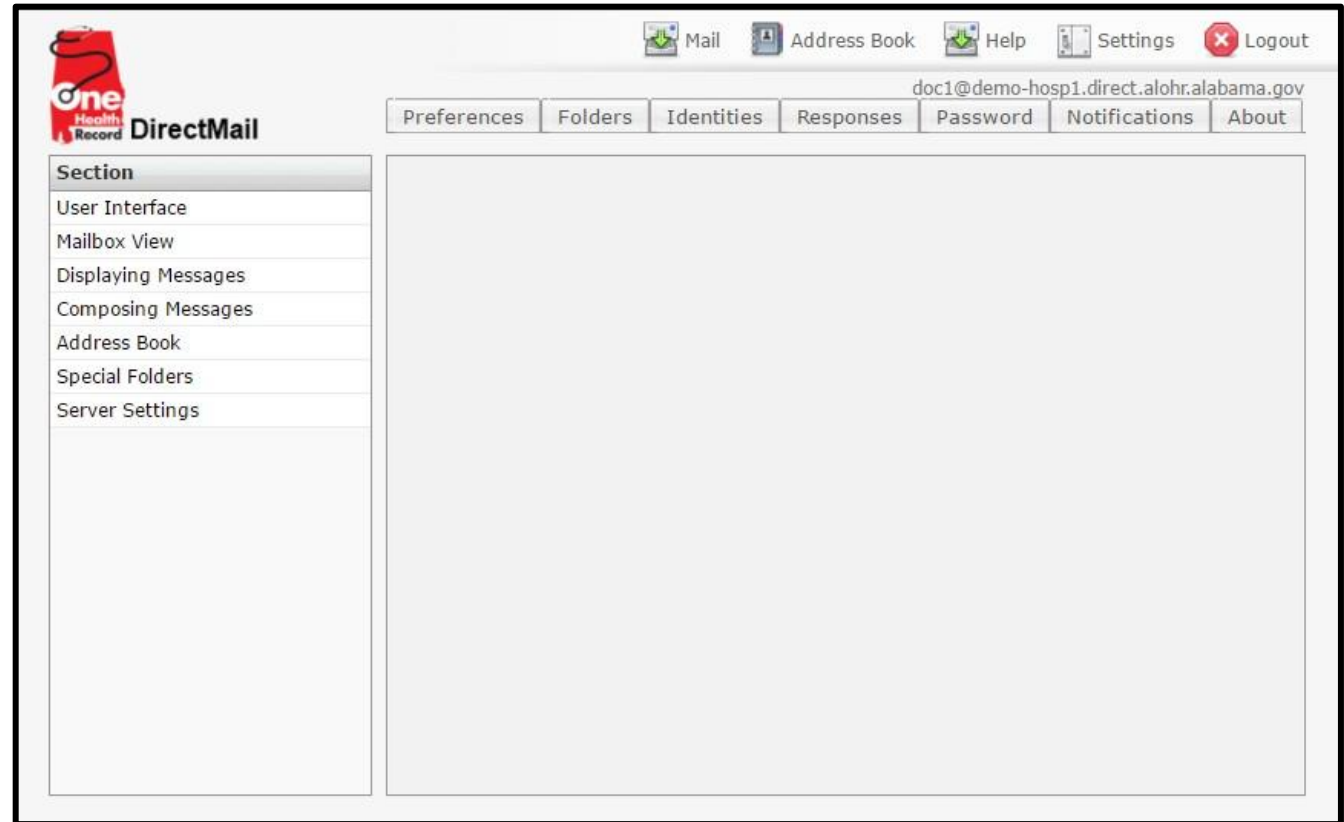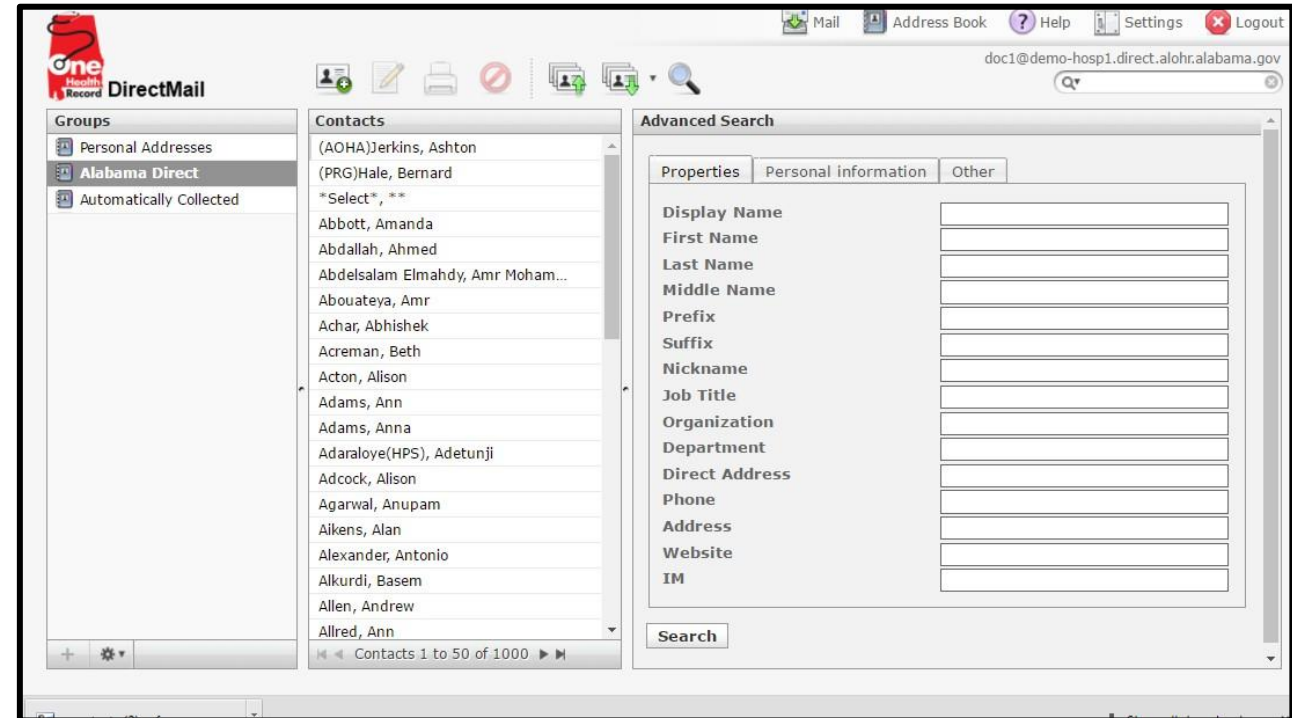
Address Book

Add Personal Contacts

Create Secure Groups

Import/Export Contacts

Automatically Collect Addresses

Search other Direct Addresses

Folders

Folders can be useful in workflows and in building a structure to store your emails. Even an existing folder can be made a subfolder or moved to the top level.

- Click the Create New Folder icon (+) in the bottom left panel.

- Enter a name for the new folder in the properties form on the right.

- Select a parent folder or create the folder at the top level.

- Click the Save button below the form to create it.
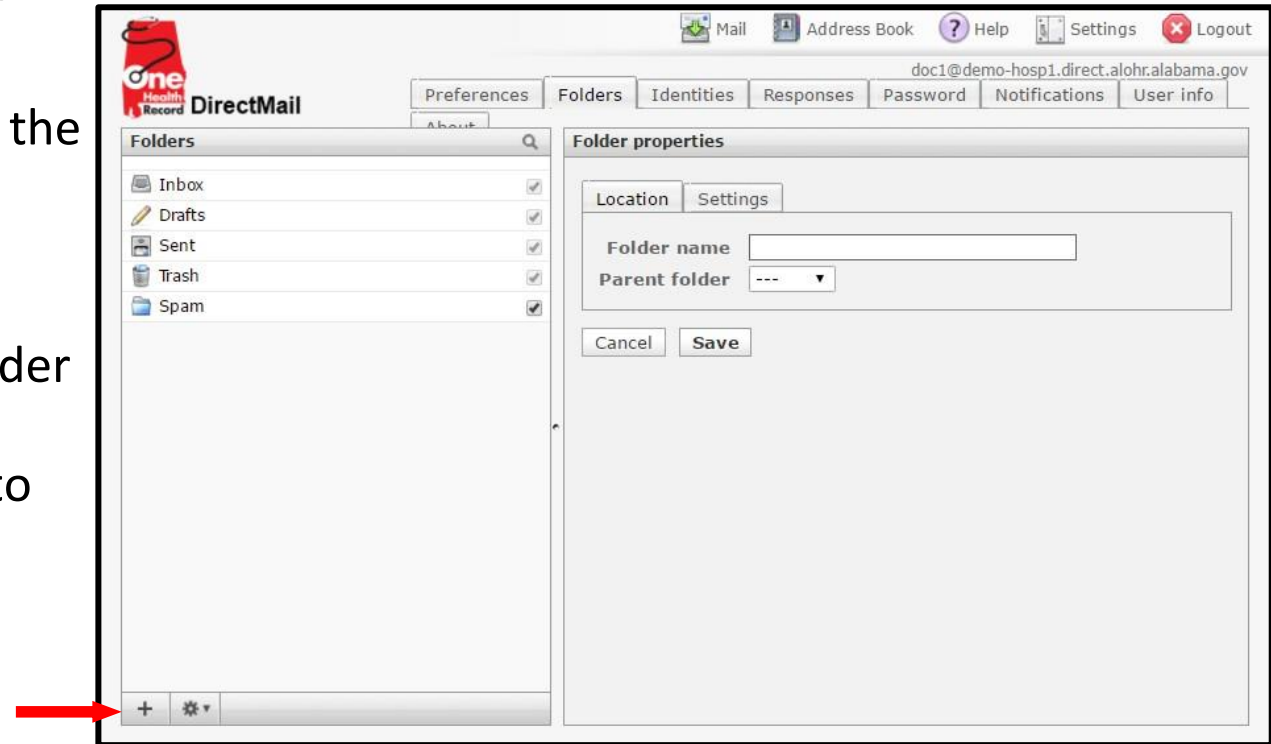
Identities

In "Settings" select the "Identities" tab then select the "+" sign at the bottom left pane to add an Identity. Click "Save" once all fields are completed.
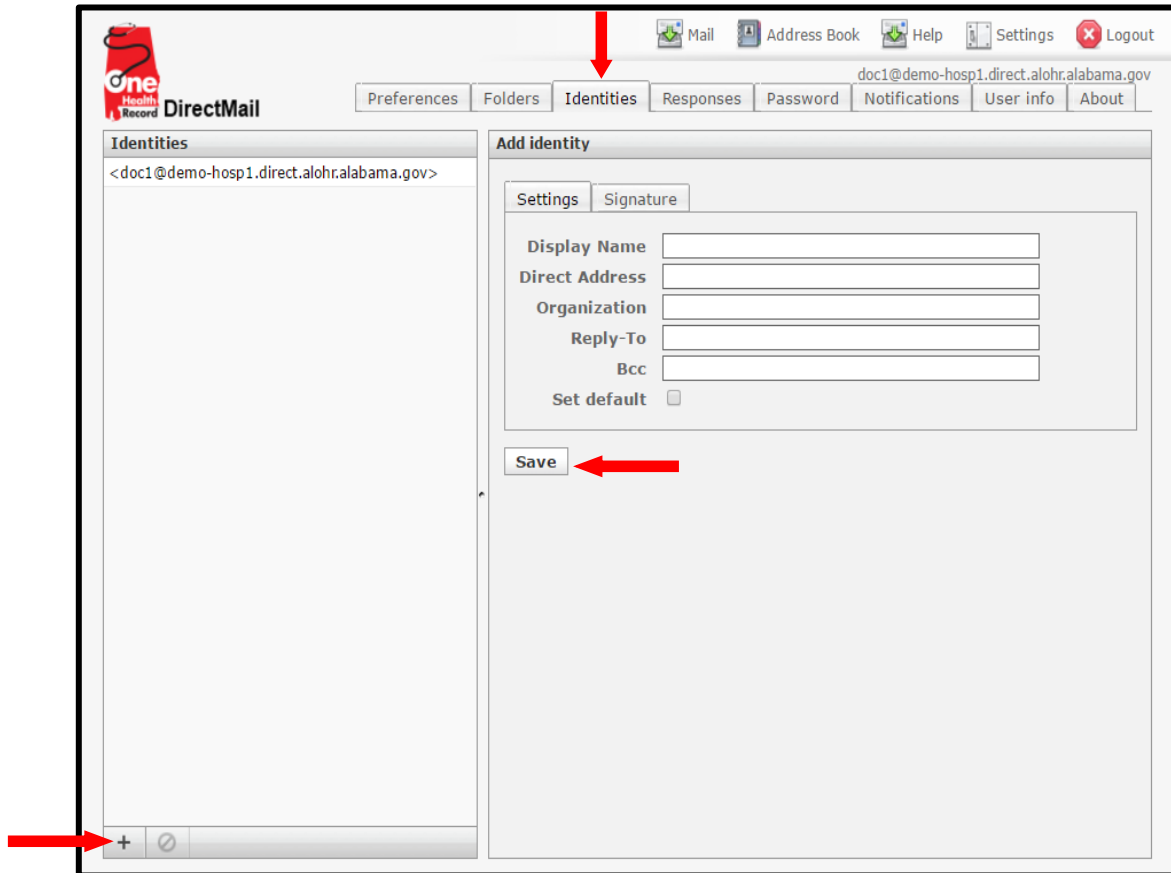
- **Display name** – the email sender display name
- **Direct Address –** the address the recipient will see
- **Organization** – this can be your Organization name or a "Department" name.
- **Reply-to** – this is a reply-to address which may not be the same as the default sender email address
- **Bcc** – for setting up a default bcc email address
- **Set default** – select this option to set an identity as a default
- **Signature – select** the signature tab to create the signature for this identity.

Notifications

In "Settings" select the "Notifications" tab then enter a standard email address and press "Add" for each alert notification that should be sent when a new Direct message arrives.

- **Email address** – the email addresses that will be sent alert notifications when a Direct message arrives

- **Enabled**– indicates whether an email address is currently set to receive an alert notification

- **Disable button** – disables that email address so it does not receive alert notifications.

- **Enable button** – enables that email address so it does receives alert notifications.

- **New address** – enter each email address that you want to receive an alert notification when a new message arrives

- **Add button** – after entering a new address, press this to add the address to the Enable list

Build You Own Trust Community

Make Trust Decisions to securely send messages to anyone you trust. One Health Record® DirectMail can create a temporary Direct address to accommodate your Trust Decisions.

Send a secure message from your Direct address to any provider or associate you work with and know it is protected and only accessible by the individual you addressed the message to.

Trust Decision
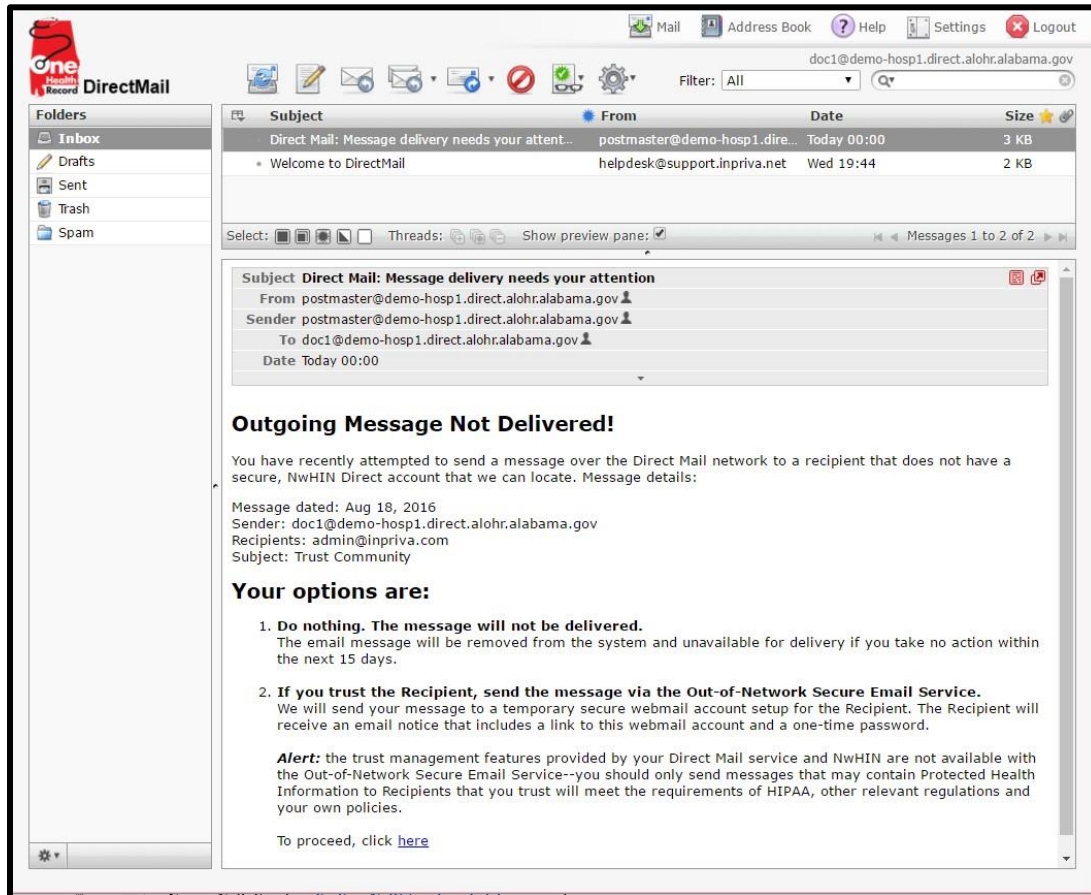
If the addressee is not a user of DirectMail or another DirectTrust- accredited mail service, we will ask you to confirm if you want to send the message.

If you choose to trust and send, we will hold the message in our secure network and send the recipient a notification that they have secure email from you.

The addressee can then securely sign in to our web-portal access service and review and download the information you have sent-- *they can even send you a response.*

Forgotten your password?

Please Contact the Service Desk via email at

onehealthrecord@medicaid.alabama.gov or by phone at 844-746-3540 and they can reset it for you

Webmail Manual

More detail about your webmail functions can be found by clicking the "Help" icon on your DirectMail Dashboard

Helpdesk Contact:

Email: onehealthrecord@medicaid.alabama.gov

Phone: 844-746-3540

Address Book   Help   Settings   Logout

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